

Appendix C

Failover For service for critical departments

- Phones that will operate during network or power outage on separate platform
 - DID reroutable
 - Fixed cellular, analog or routing to individual cell phones
 - Local Survivable Processor (LSP)
- Locations
 - OCC \ Backup-OCC
 - Bus-OCC \ Backup-Bus-OCC
 - MBTA-PD
 - Power Dispatch
 - Maintenance Control
 - ITD Help Desk
 - Customer Experience

Appendix E

Locations

Station Count	Street Address	Description	Digital or VoIP Dsk	PBX Analog	Centre x/ 1MB Analog	Call Centers	Agents
404	10 PARK PLZ BOS MA 02116	10 Park Plaza Office	332	72	0	3	30
16	REMOTE OR HYBRID	Remote	16	0	0	2	16
206	45 HIGH BOS MA 02210	45 High Office	175	28	3	3	30
76	45 HIGH BOS MA 02210	Recording and VM	64	0	12	-	-
210	200 NEWPORT AVENUE QUINCY MA	200 Newport Ave Office	200	10	0	TBD	TBD
266	21 ARLINGTON AV CHARLESTOWN MA 02129	Charlestown Yard	200	64	2	-	-
193	275 DORCHESTER AV S BOS MA 02127	Cabot Yard Campus	136	43	14	-	-
106	240 SOUTHAMPTON DES MBTA POLICE HQ ROX MA 02118	MBTA-PD	98	4	4	1	15
98	80 BROADWAY EVERETT MA 02149	Everett Bus	70	15	13	-	-
80	325 GROVE NEW MA 02462	Riverside Campus (Yard, Car house, Station, Trailers)	60	16	4	-	-
38	185 KNEELAND BOS MA 02111	Safety Dept.	30	4	4	-	-
42	135 CAUSEWAY STREET BOSTON MA	North Station	3	0	39	-	-
37	37 REVERE BEACH PARKWAY MEDFORD MA	Wellington	0	0	37	-	-
28	1069 BENNINGTON E BOS MA 02128	Orient Heights Station	8	2	18	-	-
30	599 OLD COLONY AVE,	JFK/UMASS Station (also 78	17	13	0	-	-

	BOSTON, MA 02127	Sydney St.)					
29	426 WASHINGTON STREET BOSTON MA	DTX - Downtown Crossing	18	0	11	-	-
25	3699 WASHINGTON STREET JAMAICA PLAIN MA	Forest Hills Bus	0	0	25	-	-
25	500 COMMONWEALTH AVENUE BOSTON MA	Kenmore Station	0	0	25	-	-
23	1944 DORCHESTER AVENUE DORCHESTER MA	Ashmont Station	0	0	23	-	-
22	37 LOGAN AIRPORT E BOSTON MA	Airport Station	2	0	20	-	-
22	5 CAMBRIDGE PARK DRIVE CAMBRIDGE MA	Alewife	0	0	22	-	-
21	1300 NORTH SHORE ROAD REVERE MA	Wonderland	0	0	21	-	-
20	14 MAVERICK SQUARE E BOSTON MA	Maverick	0	0	20	-	-
18	330 BOYLSTON STREET BOSTON MA	Arlington Station	0	0	18	-	-
17	1 LEVERETT CIRCLE BOSTON MA	Science Park Station	0	0	17	-	-
17	1025 BENNINGTON STREET EAST BOSTON MA	Orient Heights	0	0	17	-	-
17	123 TREMONT STREET BOSTON MA	Park Street Station	0	0	17	-	-
23	720 ATLANTIC AVENUE BOSTON MA	South Station - Various Locations	3	0	20	-	-
17	73 SEAPORT BOULEVARD S BOSTON MA	Court House Station (& Vent)	0	0	17	-	-
16	1 CAMBRIDGE STREET BOSTON MA	Government Center Station	0	0	16	-	-
16	250 STATE STREET BOSTON MA	Aquarium Station	0	0	16	-	-
36	400 CHESTNUT HILL AVENUE BROOKLINE MA 02445	Reservoir Campus - Yard & Station	20	0	16	-	-
16	450 CENTRE STREET QUINCY MA 02169	Quincy Adams Station	0	0	16	-	-
16	954 HANCOCK STREET QUINCY MA	Quincy Bus	0	0	16	-	-
15	1 SULLIVAN SQUARE CHARLESTOWN MA	Sullivan Sq Station (1 Cambridge St, Charlestown, MA 02129)	0	0	15	-	-
15	1185 HANCOCK STREET QUINCY MA	Quincy Center Station	0	0	15	-	-
14	145 DARTMOUTH STREET BOSTON MA	Back Bay Station	2	0	12	-	-
14	3550 WASHINGTON STREET JAMAICA PLAIN MA	Arborway Bus Yard	0	0	14	-	-
16	1401 MASSACHUSETTS AVENUE CAMBRIDGE MA	Harvard Station	3	0	13	-	-
13	3651 WASHINGTON UNIT DS1 JAM MA 02130	Arborway Ops Office	0	0	13	-	-
13	42 UNION BOSTON MA	Haymarket	0	0	13	-	-
13	9 W BROADWAY S BOSTON MA	Broadway Station	1	0	12	-	-
13	985 WESTERN AVENUE LYNN MA	Lynn Bus Maintenance	12	0	1	-	-
12	1 CITY HALL PLAZA BOSTON MA	Government Center Station	0	0	12	-	-
12	18 FREEMAN STREET DORCHESTER MA	Fields Corner Station	0	0	12	-	-
12	249 RUGGLES STREET ROXBURY MA	Ruggles Station	0	0	12	-	-
12	265 WASHINGTON STREET MALDEN MA 02148	Oak Grove Station	0	0	12	-	-

12	41 STATE STREET BOSTON MA	State Street Station	0	0	12	-	-
11	1 LEWIS STREET E BOSTON MA	Maverick Station	0	0	11	-	-
11	119 SAVIN HILL AVENUE DORCHESTER MA	Savin Hills Station	0	0	11	-	-
11	200 NEWPORT AVENUE QUINCY MA	North Quincy Station	0	0	11	-	-
11	421 ALBANY STREET BOSTON MA	Albany Bus Garage	0	0	11	-	-
11	500 ARBORWAY JAMAICA PLAIN MA	Arborway Office Building	0	0	11	-	-
16	500 RIVER STREET MATTAPAN MA 02126	Mattapan Station (+ MBTA-PD Substation)	5	0	11	-	-
11	7 DAVIS SQUARE SOMERVILLE MA	Davis Square Station	0	0	11	-	-
10	18 STATE STREET BOSTON MA	Government Center Station	0	0	10	-	-
10	1845 MASSACHUSETTS AVENUE CAMBRIDGE MA	Porter Square Station	0	0	10	-	-
10	287 HOLMES HAL MA 02338	Halifax RR Station	0	0	10	-	-
10	350 CAMBRIDGE STREET BOSTON MA	Charles MGH	0	0	10	-	-
10	405 CONGRESS STREET S BOSTON MA	World Trade Center Station	0	0	10	-	-
10	499 FOLEY STREET SOMERVILLE MA	Assembly Station	0	0	10	-	-
10	543 DORCHESTER AVENUE S BOSTON MA	Andrew Square Station	0	0	10	-	-
10	605 BOYLSTON STREET BOSTON MA	Copley Square Station	0	0	10	-	-
10	625 WINTHROP AVENUE REVERE MA	Beachmont Station	0	0	10	-	-
10	696 E FIRST STREET S BOSTON MA	MBTA Power Dept -JET	0	0	10	-	-
10	7 PINE ABINGTON MA 02351	Commuter Rail Crossing - Bungalow	0	0	10	-	-
9	1163 TREMONT STREET ROXBURY MA	Ruggles Station	0	0	9	-	-
9	178 TREMONT STREET BOSTON MA	Boylston Station	0	0	9	-	-
9	25 COMMERCIAL STREET MALDEN MA	Malden Center Station	0	0	9	-	-
9	475 SALEM STREET MEDFORD MA	Fellsway Bus	0	0	9	-	-
9	50 IVORY STREET BRAINTREE MA	Braintree Station	0	0	9	-	-
9	881 WASHINGTON AVENUE BOSTON MA	Tufts New England Medical Center	0	0	9	-	-
9	BOSTON LANDING STATION	100 Arthur St Boston MA 02134	0	0	9	-	-
8	120 RUTHERFORD AVENUE CHARLESTOWN MA	Community College	0	0	8	-	-
8	1232 BENNINGTON STREET EAST BOSTON MA	Suffolk Downs Station	0	0	8	-	-
8	225 CENTRE STREET ROXBURY MA	Jackson Square Station	0	0	8	-	-
8	2375 MASSACHUSETTS AVENUE CAMBRIDGE MA	North Cambridge Bus Garage	0	0	8	-	-
8	238 MAIN STREET CAMBRIDGE MA	Kendal/MIT Station	0	0	8	-	-
13	25 BARNES AVENUE E BOSTON MA	Orient Heights Carhouse	6	0	7	-	-
8	252 BRIDGE BLDG GARAGE SAL MA 01970	Salem Station	0	0	8	-	-

8	275 MISHAWUM RD WOB MA 01801	Mishuam Station	0	0	8	-	-
8	29 POOLE'S LN ROC MA 01966	Rockport Station/Yard	0	0	8	-	-
8	300 OCEAN AVENUE REVERE MA	Revere Beach Station	0	0	8	-	-
15	34 THIRD AV SOM MA 02143	GLX Innerbelt a & Carhouse	15	0	0	-	-
8	34 Third Ave, Sommerville	GLX VMF	8	0	0	-	-
28	39 REVERE BEACH PARKWAY MEDFORD MA	Wellington	16	4	8	-	-
8	393 MASSACHUSETTS AVENUE BOSTON MA	Massachusetts Ave Station	0	0	8	-	-
8	50 BENNINGTON STREET E BOSTON MA	50 Bennington East Boston	0	0	8	-	-
8	85 BROOKLINE AVENUE BOSTON MA	Lansdown	0	0	8	-	-
1	27 FEDERAL ST QUINCY MA	Quincy PAD- Water St Truck Pad	1	0	0	-	-
10	45 KINGS HWY, WEST WAREHAME MA 02576	Rochester Shop	10	0	0	-	-
38	230 SOUTHAMPTON ST BOSTON 02118	Southampton Bus Garage	17	21	0	-	-
2,876			1,548	296	1,032	9	91

Appendix F

Technical Questions

1. Explain process for migrating from Avaya CM to new platform.

- Detail the process you would use to maintain current Avaya CM while migrating to new platform.
- Detail the process of migrating call centers from Avaya to new platform.
- Explain in detail process of migrating call centers from Avaya to new platform.

2. Detail Call Center features with comparison to Avaya CM using Elite Agents.

- Call Center Reporting.
- Call Center Recording
- Compatibility with Verint Audiolog (Mercom)
- Agent with multiple skills
- API integration
- Remote agents

3. How does platform support remote users (call center agent and common user).

- Will platform work with Zscaler?
- Will platform work with MS-Intune MDM?

4. Detail High Availability (HA) capabilities.

- How are SIP trunks handled at primary and backup locations?
- Is HA automatic?

5. Detail SIP Trunking connection to platform.

- Does platform require a 3rd party Session Boarder Controller (SBC)?
- How is security handled for SIP Trunks?
- How is access for SIP Trunks provided?
- How is fail-over handled to backup SIP provider?
- Can Direct Inward Dial (DID) numbers be individually rerouted to other number (explain in detail, include predefined and ad-hoc)?

6. Detail 24 x 7 x 365 system support and remote monitoring.

- Time to respond
- Time to repair
- Supply chain or inventory of replacement equipment

7. Cost per station and TCO (Total Cost of Ownership) for year one and after year one.

- Cost of equipment (common equipment, per cost of stations, ATA, SIP gateways)
- Licensing - initial and yearly, and cost to add licensing
- Cost of support

8. Process and cost for changes in devices (ATA or phone) and or quantities during installation.